Nortel Networks Symposium GRTD

Documentation Addendum

Product release 3.0 Standard 1.0 March 2000

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Nortel Networks Symposium GRTD

Documentation Addendum

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Publication history

March 1, 2000 This is the first Standard release of the *Nortel Networks Symposium GRTD Documentation Addendum.*

Documentation addendum

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Overview

Introduction

This document is an addendum to the *Nortel Networks Symposium GRTD Release 1.1 User Guide*. It contains information specific to Nortel Networks Symposium GRTD Release 3.0, including

- new features for Symposium GRTD Release 3.0
- information you should know before you use Symposium GRTD
- engineering guidelines
- agent states supported in this product release
- troubleshooting

Where to find more information

For installation and upgrade instructions, refer to the ReadMe file on the Symposium Call Center Graphical Real-Time Display Application Software, Version 3.0, CD-ROM.

For information on configuring and using the Symposium GRTD, see the *User Guide*.

What's new in Release 3.0

Overview

Symposium GRTD Release 3.0 is a graphical real-time display application that is compatible with Symposium Call Center Server Release 3.0 and Symposium Express Call Center Release 3.0.

Note: If you use earlier releases of these Symposium Server products, you must use Symposium GRTD Release 1.1.

Additional platforms supported

You can install Symposium GRTD Release 3.0 on PCs running Windows 95, Windows 98, and Window NT 4.0.

New agent states

Symposium GRTD Release 3.0 supports the following additional agent states:

- Reserved
- Busy DN In/Out/Active/On Hold
- Busy DN In/Out/Reserved
- ACD Reserved
- NACD Reserved

These agent states appear in Map data windows as Busy. For a complete list of the agent states that are available in Symposium GRTD Release 3.0, refer to "Agent states" on page 14.

Note on networking statistics

Although Symposium Call Center Server Release 3.0 and Symposium Express Call Center Release 3.0 support networking, Symposium GRTD does not support network views.

Before you begin

Introduction

This section describes information you need to use the Symposium GRTD. This section also describes the Symposium Server configuration that you must set up to use the Symposium GRTD. For more information, refer to Chapter 1, "Installing the Symposium GRTD," in the *User Guide*.

Record the following information:

- The Symposium Server's IP address. If you are monitoring more than one Symposium Server, list all of the IP addresses.
- The user IDs and passwords that Symposium GRTD users use to log on to the Symposium Server. These user IDs can be the same as the ones you use with the Symposium Client. If you create new user IDs, then create Desktop users.

  Define user IDs with the Supervisor access class.
- If you want to use the Map feature of Symposium GRTD, prepare a list of position IDs. Each agent phoneset has a position ID as defined on the switch.

  Note: Position IDs are not the same as agent logon IDs. Position IDs are the telephony port addresses of phonesets. Agent logon IDs are the numbers that agents use to log on to their phonesets.

Symposium Call Center configuration

Ensure that the Symposium Server has the RTD API package enabled. (It is enabled by default.)

To ensure that the real-time statistics configuration on the Symposium Server is correct, follow these steps.

1 Log on to the Symposium Client.

2 Choose Call Center Management → Reports & Displays → Statistics Configuration, and then double-click Real-Time Statistics.

3 Ensure that Interval-to-date or Moving Window & Interval-to-date is enabled for the following statistic groups:

- Call Center Summary
- Skillset Statistics
- Application Statistics
- Agent Statistics

Ensure that the interval is set to the value you want.

Check that the threshold level values for the applications or skillsets to be used in Symposium GRTD are set appropriately. The Service Level statistic shown by Symposium GRTD is based on call answer and call abandon threshold level values set on the Symposium Server.

Engineering guidelines

Overview

The information in this section is intended to help you get the best performance possible from the Symposium GRTD. This section explains how to choose the optimal data update rate for your system. This section also gives you some guidelines to limit the impact that the Symposium GRTD has on your system resources.

Which type of Symposium Server do you connect to?

If you use the Symposium GRTD to connect to Symposium Express Call Center, then you can set the data update rate to any value between 2 and 60 seconds without a significant impact on your system resources.

If you connect to Symposium Call Center Server Release 3.0, read this section carefully to ensure that you choose the best data update rate.

Using the Symposium Capacity Tool

Nortel Networks recommends that you use the latest version of the Symposium Call Center Server Capacity Tool to perform an engineering analysis on the Symposium Call Center Server before you install and use Symposium GRTD. This is especially important for call centers with more than 100 agents, or if you plan to install more than 10 Symposium GRTD clients.

The latest version of the Capacity Tool includes specific information about Symposium GRTD. It is either shipped with new Symposium Call Center Servers, or you can order it separately from your Nortel Networks representative.

Determining the data update rate

The data update rate is one factor that affects the impact each Symposium GRTD session has on the performance of the Symposium Server.

Consider the following factors when you choose the data update rate:

1. The complexity of the Symposium call center.

   Symposium GRTD receives statistics about a single call center (or Node), all applications, all open skillsets, and all logged on agents. The more applications, open skillsets, and logged on agents there are, the more data is sent by the Symposium Server to Symposium GRTD.

2. The ability of the Symposium Server to send the data at the requested update rate depends on the load on the server. There might be peak call traffic or agent activity that can temporarily slow down the update rate. For details, refer to one of the following guides:

   - The *Planning and Engineering Guide* on the Symposium Call Center Server Release 3.0 Documentation CD-ROM.
   - The *Planning, Installation, and Administration Guide* on the Symposium Express Call Center Release 3.0 Documentation CD-ROM.

3. The ability of Symposium GRTD to process the data received depends on some additional factors:

   - the speed of the PC on which Symposium GRTD runs
   - the number and types of Symposium GRTD data windows currently being displayed. For example, graphical data windows (charts and maps) use more CPU load than billboards.
   - the resource requirements of other applications running on the PC (for example, word processors, spreadsheets, e-mail, web browsers)

To determine an appropriate data update rate, start with the rate at which the Symposium Server can send information. As a guideline, this is similar to the update rate of the Symposium Client real-time displays. You can find this information in the Minimum refresh rate for other Real-time Displays field on the Symposium Server.

Next, look at the PC's and Symposium GRTD's ability to handle the data update rate. If the chosen data update rate is too high, Symposium GRTD might omit parts of the data. This can result in some data windows or parts of the data windows not being updated at the chosen rate. When this happens, a Traffic congestion error message is recorded in the Symposium GRTD Base error log. If this occurs, change the update rate to a longer interval.

You can also determine whether the update rate is too high or too fast by looking in the Symposium GRTD Base error log. If the error codes 60046 and 60047 appear, the update rate should be changed to a longer interval.

Resource usage

Each active Symposium GRTD session uses resources on the Symposium Server. For Symposium Call Center Server 3.0, resources could be overloaded in extreme cases.

The impact that Symposium GRTD has on your Symposium Server depends on factors such as the number of active Symposium GRTD sessions, the data update rate that you set for Symposium GRTD, and external factors such as the number of applications, agents and skillsets in the call center, and the number of calls per hour.

Based on the complexity of determining the appropriate data update rate, a few guidelines are listed below for the slowest supported PC at a two-second data update rate. For a faster PC or a slower update rate, the limitations can be increased appropriately:

- Set a limit of 25 data windows per collection.
- For all bar, plot, and pie charts, have less than 40 bars or segments changing if you are using a 2-second update rate. This means that you can only have a maximum of 40 applications per skillsets shown if you have a single chart in your collection. If you have more, performance should not be adversely affected if less than 40 of them are changing within the update rate.
- Define less than 200 positions for all of the Map data windows within a single Collection.
- The response time connection between the Symposium Server and the PC running Symposium GRTD must be fast enough to sustain communication between the two systems. To determine the response rate, ping the

Symposium Server from the PC running Symposium GRTD. The reported response time should be less than 200 milliseconds.

Agent states

Agent states shown in Symposium GRTD

Symposium GRTD does not exactly match the agent states displayed on the Symposium Client. The following table shows how the agent states from the Symposium Client display in Symposium GRTD.

Agent state on the Symposium Client	Agent state shown on GRTD maps	Agent state shown on GRTD charts
Idle	Idle	Idle
Not Ready	Not Ready	Not Ready
Call Present	Busy	Not shown
Walkaway, Break	Busy	Not shown
Reserved	Busy	Not shown
Consultation	Busy	Not shown
Emergency, Busy	Busy	Not shown
Skillset Active/On Hold	On Skillset Call	On Skillset Call
ACD Active/On Hold	On Skillset Call	On Skillset Call
NACD Active/On Hold	On Skillset Call	On Skillset Call
DN In/Out/Active/On Hold	On DN Call	On DN Call
Busy DN In/Out/Active/On Hold	Busy	Not shown
DN In/Out Reserved	Busy	Not shown
ACD Reserved	Busy	Not shown
NACD Reserved	Busy	Not shown

Service level

For the application or skillset Service Level statistic, when there are no calls answered or abandoned, Symposium GRTD displays the service level as 100%.

Troubleshooting

Error log files

Symposium GRTD automatically generates error log files that can help you troubleshoot your system.

The Symposium GRTD Base Log records messages received from the part of Symposium GRTD that communicates with the Symposium Server. The Symposium GRTD Viewer Log records messages received from the part of Symposium GRTD that displays the statistics/windows on the PC screen.

You can find these files in the directory where you installed Symposium GRTD.

Symposium GRTD Base error log

Problem: If the Symposium Server is down for any reason (including during a full backup, but not during a partial backup), error codes 60046 and 60048 are recorded in the Symposium GRTD Base log files.

Solution: Complex screen savers can use many CPU resources. The Symposium GRTD Base Log might show Traffic congestion error messages when the screen saver is running. Turn off the screen saver, choose a simpler screen saver, or reduce the data update rate.

Upgrade

Problem: When you upgrade Symposium GRTD, if you choose 0.5 hours for your “Time chart period” (in the Login options screen), it automatically changes to 1 hour. This is because French systems use a different format for decimals (for example, 0,5).

Solution: Change the Time Chart Period back to 0.5 the next time you log on. You only need to correct this once.

Uninstall

Problem: If you install Symposium GRTD on the same PC as a Symposium Client, they use common files. If you uninstall the Symposium Client, some Symposium GRTD files are removed, and Symposium GRTD does not work.

Solution: Reinstall Symposium GRTD after you uninstall the Symposium Client.

Configuration

Problem: If you run applications that use many CPU resources and that run in the foreground, Symposium GRTD can freeze. This means that statistics are not updated and any exceeded thresholds are not detected.

This might also cause Traffic congestion messages to appear in the Symposium GRTD Base error log.

Solution: Bring Symposium GRTD to the foreground to resume normal operations.

Problem: When Symposium GRTD is slow, due to the data update rate being too high or too fast, there can be problems using menus.

Solution: Use the keyboard shortcuts during these situations.

Startup and logon

Error: 429 ActiveX component cannot create object. You can get this error when you try to start Symposium GRTD immediately after installing it.

Solution: Restart the computer, and then try to start Symposium GRTD again.

Problem: Login error -4 or 60059. You might receive this error when you log on to Symposium GRTD.

Solution: Check the Symposium Server statistics configuration on a Symposium Client. Ensure that the real-time statistics configuration is set up as described in “Symposium Call Center configuration” on page 8.

Problem: Symposium GRTD appears not to start.

Solution: Sometimes Symposium GRTD can take up to two minutes to start. This occurs when the CLAN IP address is not reachable for some reason. You eventually get an error indicating this. Enter the correct IP address and try again.

Problems:

1. Symposium GRTD does not remember the password even though you choose the Remember Password option.
2. If you have a standalone Symposium GRTD installation, you might see a message that states that you have a bad password.
3. If you have Symposium GRTD and Symposium Client on the same PC, you might receive an error message stating LOGON FAILURE: Agent database: login failure.

Solution: Reenter the password in the Login dialog box.

Problem: Symposium GRTD takes a long time to start. Particularly if the IP address of the Symposium Server is incorrect, or if you are using a modem to connect to the Symposium Server. Startup can take up to two minutes.

Solution: Be patient and do not touch the keyboard until a message window appears.

Problem: When you start Symposium GRTD, you receive a message that states "This application is already running."

Solution: Check the Windows task bar (usually at the bottom of your screen) to see if there is a Symposium GRTD task running. If it is not in the Windows task bar, then check the Windows task list. Press the Ctrl+Alt+Del keys. Symposium GRTD or Autoprog, or both, should appear in the list. Select Symposium GRTD first, and then click End Task.

After 30 seconds, check the task list again. You might need to terminate Symposium GRTD again. After terminating Symposium GRTD, you might need to terminate Autoprog the same way.

Problems:

1. When you start Symposium GRTD, you receive a message that states "AutoProg is already running."
2. When you start Symposium GRTD, you receive a message that states "Failed to initialize the server structure."

Solution: Press the Ctrl+Alt+Del keys, select Autoprog, and then click End Task.

Problem: You experience problems if you try to click on a menu item or toolbar button before a Collection is fully loaded.

Solution: Wait for all the data windows in a Collection to completely open before you click on a menu item or toolbar button.

Problem: When you start Symposium GRTD, you receive a message that states "autoprog performed an illegal operation." After you click OK, you receive another message that states "automation error."

Solution: Click OK again, and then restart Symposium GRTD.

Problem: When you close Symposium GRTD, it takes 6 to 10 seconds to shut down; even though it has disappeared from the Windows task bar. If the Symposium Server is very slow, it takes up to one minute. When you attempt to restart Symposium GRTD, you receive a message that another Symposium GRTD is running.

Solution: Wait one minute and try to start Symposium GRTD again.

Time chart

Problem: Symposium GRTD does not respond to mouse clicks and your PC is slow. Symposium GRTD is in an Infinite loop. This happens very intermittently when you have a time chart for a displayed skillset and there are no agents logged on (that is, the time chart is blank). When agents log on, Symposium GRTD has problems drawing the time chart, and goes into an infinite loop. To confirm that this is the problem, open Symposium GRTD Viewer error log. If you see the error message Command1_Keydown-2147418107 Automation error repeating once or more per second, then Symposium GRTD is in an infinite loop.

Solution: Press the Ctrl+Alt+Del keys, select Symposium GRTD, and then click End Task.

Map

Problem: The Map data window is not showing agents logged on.

Solutions:

1. Ensure that you are using Position IDs, not Agent IDs.
2. If you are running Symposium GRTD without a Symposium Client on the same PC, ensure that you have an appropriate agentdata.mdb file in your Symposium GRTD folder reflecting the agents of the Symposium Server that you are monitoring.
3. If you are running Symposium GRTD coresident with the Symposium Client, check the Sybase SQLEDIT configuration to make sure the Symposium Server IP address is correct.

See Chapter 2, “Configuring Symposium GRTD,” in the *User Guide* for more information.

Billboard

Problem: When you maximize a Billboard with a time value or a very large value, the text in the Billboard spills off the edges of the Billboard.

Solution: Reduce the height of the Billboard so that the text fits again.

Printing

Problem: When you change any printer settings (for example, from portrait to landscape) in Symposium GRTD, your default printer settings might also change, impacting the format of printouts from other applications.

Solution: Restore your printer defaults. Choose Start → Settings → Printers to change the settings back, if necessary.

Known problems with statistics and presentation

Overview

This section describes known problems with statistics and presentation. There are currently no workarounds for these problems.

Known problems

1. Symposium GRTD does not remember the display order of data windows. When you switch to another Collection and return to the first Collection (or restart Symposium GRTD), the data windows might appear in a different order.
2. The AgentsInState Chart data window occasionally shows fewer agents than are really in a given state. This is because these agents are in Busy state, which is not represented in Charts.
3. If you manually change the PC clock back by one or more minutes, the agent time-in-state value in a Map shows a large value (for example, 23:58:30). This time value increments until the agent changes state or the value exceeds 23:59:59.
4. Do not use the ampersand character (&) in any agent, skillset, or application names. It does not show up correctly.

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   _____

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